

Who Do I Call For Installation And Repair



The City is pleased to announce that there are three Alarm Service Providers who have agreed to perform DirectLink connections in our area and assist you with all of your alarm system needs, including equipment installation and upgrades, routine maintenance, surveillance and access control systems. **Please keep in mind that you are under no obligation to utilize either one of these Alarm Service Providers to become a DirectLink subscriber or should you need alarm service.** If you choose to utilize an Alarm Service Provider other than those that are listed, you will need to call the City's DirectLink Coordinator to obtain information that will be necessary for your connection.

- Archangel Alarm Services - (281) 236-4943
www.archangelalarms.net ** provide free quote**
- Western Systems, Inc. - (713) 881-9084
www.thewesternsystemsinc.com **may charge for quote**
- Benco Systems, Inc. – (281) 931-8848
www.bencosystemsinc.com **provide free quote**

Once you have chosen an Alarm Service Provider and are ready to call them for your appointment, it will be helpful to have the brand name and model of your equipment. This can normally be found on the keypad, control panel or inside cover of your alarm system. (Example: Ademco Vista 10SE, DSC 632, Moose Z1100, Caddx NX6, etc.)

Alarm Brand _____ Model _____

After your system has been programmed and connected to DirectLink by the chosen Alarm Service Provider and the DirectLink Coordinator receives the required set-up form and alarm permit application (if you currently do not have an active permit application on file), your alarm signal will then be monitored by the City's Emergency Communication Dispatch Center. For more information on DirectLink, you may contact the City's DirectLink Coordinator at (713) 662-5860.

(Disclaimer: It is the responsibility of the resident or business owner to maintain the alarm equipment and/or telephone line and test the alarm system on a regular basis. An agreement for service to be performed on a security system shall be between such alarm service company of choice and the resident or business owner. The City makes no express or implied warranties as to any alarm matter whatsoever, including without limitation: (A) any equipment, goods or services or their merchantability or fitness for any particular use; or (B) whether any equipment, goods or services will avert or prevent any occurrence or the consequences of any occurrence, regardless of whether an alarm system is designed to detect or avert the occurrence. No one is authorized to make any representation, warranty, affirmation of fact or promise on behalf of the City, and none shall create an express warranty or any liability on the part of the City.)